



2019 Student Handbook

Contents

1. Welcome	6
2. Contact details	6
3. Who looks after the courses?	7
3.1 Mary Andrews College	7
3.2 Australian College of Theology	7
3.3 Academic Board	7
4. Attendance only (i.e. auditing).....	8
5. MAC Pastoral Care Award.....	8
5.1 What does this course consist of?	8
5.2 What previous education is required?.....	8
5.3 Who is this course for?	8
6. Certificate course details	9
6.1 Certificate in Theology (CertTheol)	9
6.2 What previous education is required?.....	9
6.3 Graduating levels	9
7. Diploma course details.....	10
7.1 Introduction to the Diploma and Advanced Diploma courses.....	10
7.1.1 Occupational functions of graduates	10
7.1.2 How much time will it take?.....	10
7.1.3 How difficult are these courses academically?	11
7.2 Course structure	11
7.2.1 Diploma of Christian Studies	11
7.2.2 Diploma of Theology (Pathway 1) or Diploma of Ministry (Pathway 1).....	12
7.2.3 Diploma of Theology / Diploma of Ministry (Pathway 1).....	13
7.2.4 Advanced Diploma of Theology (Pathway 1) / Advanced Diploma of Ministry (Pathway 1)	13
7.2.5 Advanced Diploma of Theology / Advanced Diploma of Ministry (Pathway 1)	14
7.3 Units offered by Mary Andrews College	16
7.3.1 Diploma Units.....	16
7.3.1.1 Bible and Languages.....	16
7.3.1.2 Christian Thought.....	16
7.3.1.3 Ministry and Practice	16
7.3.3 Does the order in which I do units matter?	17
8. Student commitments	18

8.1	Assignments	18
8.2	Enrolment with the Australian College of Theology.....	18
8.3	Withdrawing.....	18
9	Credit for prior learning	19
10.	Academic regulations	19
10.1	Admission	19
10.1.1	Language qualifications for non-English speaking background students.....	19
10.1.2	Mature age entry.....	20
10.2	Course structure requirements	20
10.3	Assessment.....	20
10.3.1	Passing grades.....	20
10.3.2	Assignment word limits	20
10.3.3	Late submission.....	20
10.3.4	Extensions.....	20
10.3.5	Remarking	21
10.3.6	Deferred Assessment	21
10.4	Attendance	22
10.5	Variation of Enrolment Policy.....	22
10.5.1	Administration, Census and Withdrawal Dates.....	23
10.5.1.1	Certificate dates 2019	24
10.5.1.2	Diploma dates 2019.....	24
10.6	Academic misconduct policy	26
10.6.1	Appeals	27
10.7	Grievance Resolution Policy for domestic students	27
10.7.1	Part 1: The Policy	27
10.7.1.1	Definitions	28
10.7.1.2	Distribution and awareness of the policy	29
10.7.1.3	Record-keeping and reporting.....	29
10.7.2	Part 2: The Process: Reporting and resolving a grievance	29
10.7.2.1	Grievances about academic matters	29
10.7.2.2	Concerns about a unit grade	30
10.7.2.3	Concerns about other academic matters	32
10.7.2.4	Grievances about non-academic matters	35
10.7.2.5	External dispute resolution	37
10.7.3	Part 3: The Tertiary Education Quality and Standards Agency.....	37
10.7.4	Part 4: Contact and administration details.....	37
10.7.5	Part 5: Principles of natural justice.....	38

10.7.6	Appendix: Diagram of the process	38
10.8	Re-crediting FEE-HELP balance	39
10.8.1	Census dates and FEE-HELP debt	39
10.8.2	Re-crediting a person’s FEE-HELP balance	39
10.8.3	Review of the original decision	40
10.8.4	Contact persons	40
10.9	Non-discriminatory language policy	41
10.10	Other Mary Andrews College policies	42
10.11	Other Australian College of Theology policies	42
11.	Student Resources, Services and Information	43
11.1	Resources for Student Services	43
11.2	Study Resources	43
11.3	On Campus Safety	43
12.	Receiving your results	45
12.1	How do I access my results online?	45
12.2	Explanation of grades and symbols.....	45
12.3	Explanation of GPA	46

1. Welcome



Rev. Jackie Stoneman
Director of Studies

Dear Students,

If this is your first unit of study welcome to Mary Andrews College. If you are returning this year, then we are very pleased to welcome you back.

The faculty and staff at Mary Andrews College want to support you in every way we can. We pray for you and seek to provide the best learning environment that we can. We are conscious that what you are doing here is not like any secular course. God is taking you as a person on a journey. A journey of discovery about Him and His word. A journey of discovery about yourself and the challenges of maturity and a journey of discovery about how God will use you and the gifts that He has given to you to build His church.

I want to encourage you to take seriously the opportunities for growth and development not only in your studies but in your Christian life. Simple things like taking responsibility for your fulfilment of study requirements, being aware of those around you and getting your self-worth from your relationship with Jesus, not how well you do in a course (there is nothing wrong in celebrating achievements but I know that my greatest growth actually came from failures).

See our website www.mac.edu.au for information not included in this handbook: about our college in more detail, our staff and faculty, teaching centres, current fees, fee assistance and FEE-HELP. Please don't hesitate to ask for help and encouragement and enjoy all that God has for you through Mary Andrew College this year.

2. Contact details

Mary Andrews College
Level 1 St Andrew's House
464-480 Kent Street
Sydney NSW 2000

Phone: 1300-590-531
Fax: (02) 9261-2864
Email: macmin@mac.edu.au
Website: www.mac.edu.au



Director of Studies



Rev. Jackie Stoneman
jackiestoneman@mac.edu.au

Academic Dean



Cathy Harris
cathyharris@mac.edu.au

Registrar



Sarah Barry
sarahbarry@mac.edu.au

Assistant Registrar



Anna McCarthy
anna@mac.edu.au

3. Who looks after the courses?

3.1 Mary Andrews College

Mary Andrews College is a Bible college which is committed to **equipping women to serve Christ**. We offer unique and accessible lay training for women.

We are evangelical in emphasis and seek to develop Christian thinking in a way that relates living biblical faith to each student's personal, work and community contexts.

Mary Andrews College offers the following Australian College of Theology (ACT) courses:

- Certificate in Theology
- Diploma of Christian Studies
- Diploma of Theology (Pathway 1)
- Diploma of Ministry (Pathway 1)
- Combined Diploma of Theology / Diploma of Ministry (Pathway 1)
- Advanced Diploma of Theology (Pathway 1)
- Advanced Diploma of Ministry (Pathway 1)
- Combined Advanced Diploma of Theology / Advanced Diploma of Ministry (Pathway 1)

3.2 Australian College of Theology

The Australian College of Theology Limited (ACT) was established in 1891 by the General Synod of the Anglican Church in Australia.

The Australian College of Theology is a Higher Education Provider as defined by the Higher Education Support Act (2003). Like universities, it has government approval to accredit its own courses in the field of Religious Studies. The Diploma and Advanced Diploma courses have been accredited by the Australian College of Theology until the end of 2021. (The Certificate courses are unaccredited awards.)



The Australian College of Theology is a national provider, which operates through 17 independent colleges as a consortium. These colleges are approved by the Australian College of Theology's Board of Directors to deliver Australian College of Theology courses on its behalf and are termed affiliated colleges of the Australian College of Theology. **Mary Andrews College** is one of the affiliated colleges of the Australian College of Theology.

The courses of the Australian College of Theology and the units of study of which they are comprised, as described and contained in the Australian College of Theology Handbooks and in submissions to the Australian College of Theology's Academic Board, are the intellectual property of the Australian College of Theology. Copyright and ownership of these courses and their units is vested in the Australian College of Theology. The 'Type B electives' approved by the Australian College of Theology for delivery by affiliated colleges remain the intellectual property of the affiliated college that proposed them.

For more information on the Australian College of Theology, see their website: www.actheology.edu.au A copy of the current Australian College of Theology Undergraduate Handbook is held in the Mary Andrews College library. It is also available online at: www.actheology.edu.au/handbooks_undergraduate.php

3.3 Academic Board

Mary Andrews College has an Academic Board comprising the Director of Studies, the Registrar, teachers and the CEO of our parent body, the Anglican Deaconess Ministries Limited (ADM). Decisions concerning courses, units and assessments are made by our Academic Board in line with the Australian College of Theology regulations. Students are able to interact with the Academic Board by writing to the Registrar, who will present any questions or concerns to the Academic Board.

4. Attendance only (i.e. auditing)

Some students choose to simply attend the lectures and not undertake the assessments that are required for the Certificate or Diploma units. This is called “**auditing**”, i.e. attendance only.

You are free to audit any unit(s). If you are auditing units, you do not enrol with The Australian College of Theology.

5. MAC Pastoral Care Award

Mary Andrews College offers an internal Pastoral Care Award, consisting of two **Certificate level** units. This course that can be completed in a minimum of one year.

After you have completed both units, you will receive an award from Mary Andrews College.

5.1 What does this course consist of?

The two Certificate units in this course are:

- Pastoral Care (IPC)
- Practical Pastoral Care (IAPC)

The Pastoral Care (IPC) unit must be completed **before** the Practical Pastoral Care (IAPC) unit is started.

Completion of a full 6 unit Certificate in Theology course is optional.

5.2 What previous education is required?

Students are normally admitted upon satisfactory completion of Year 10, or to such other persons approved by the Australian College of Theology. However, consideration is also given to an applicant’s practical experience, maturity and motivation, and the likelihood of satisfactory completion of the academic requirements of the course. Mature age entry is available for those over the age of 20.

All students must be able to communicate adequately in English.

5.3 Who is this course for?

This course is designed to help you to learn more about pastoral care and how to use it in life and ministry. It is ideal for those already involved in caring for others in some way. It aims to provide students with a biblical foundation and develop practical skills in caring for people pastorally which aim to help your relationships generally, including those closest to you. Effective ministry needs to be developed and nurtured.

6. Certificate course details

Mary Andrews College offers the following Australian College of Theology Certificate in Theology course.

6.1 Certificate in Theology (CertTheol)

The six unit Certificate in Theology is intended to further the education of adults in relation to Christian faith and life. It will give you a general foundation of biblical knowledge and a strong basis for developing practical ministry skills. The aim of this course is to stimulate the interest of alert and enquiring minds. What is required is not so much academic scholarship as an understanding of Christian theology and its implication for contemporary life.

This course consists of three core units plus three elective units. (Choose any three electives from the elective units listed below.) These six units must be passed in order to receive the Certificate in Theology. This course is assessed at a lower level than the Diploma and Advanced Diploma courses.

The units which Mary Andrews College may offer in this course are:

Core units

- Old Testament (OT)
- New Testament (NT)
- Christian Belief (CB)

Elective units

- Christian Spirituality (ICS)
- Church History (CH)
- Creative Ministries (CRM)
- Disability and God's People (DAN)
- Ministry With Seniors (SM)
- Pastoral Care (IPC)
- Pastoral Care for those with Mental Illness (PCMI)
- Pastoral Evangelism (PE)
- Personal Life of The Christian (PLC)
- Practical Pastoral Care (IAPC)
- Understanding Grief (GRF)

The Australian College of Theology's unit codes are listed in brackets above after the name of each unit.

There is no strict order in which units are to be taken. However, some units are linked in content to another unit or are of a more difficult nature. For example, you should note the following:

- Mary Andrews College considers Pastoral Care (IPC) to be a pre-requisite for Practical Pastoral Care (IAPC). Therefore Pastoral Care (IPC) is to be completed before Practical Pastoral Care (IAPC) is started.

6.2 What previous education is required?

Certificate students are normally admitted upon satisfactory completion of Year 10 in an Australian school system (or equivalent), or to such other persons approved by the Australian College of Theology. However, consideration is also given to an applicant's practical experience, maturity and motivation, and the likelihood of satisfactory completion of the academic requirements of the course.

All students must be able to communicate adequately in English.

6.3 Graduating levels

Students with an **overall** average of 80% or above are awarded a Pass with Distinction; those with an overall average of 65%-79% a Pass with Merit; those with 50%-64% in all units a Pass.

7. Diploma course details

Mary Andrews College offers the following Australian College of Theology Diploma courses:

- Diploma of Christian Studies
- Diploma of Theology (Pathway 1)
- Diploma of Ministry (Pathway 1)
- Combined Diploma of Theology / Diploma of Ministry (Pathway 1)
- Advanced Diploma of Theology (Pathway 1)
- Advanced Diploma of Ministry (Pathway 1)
- Combined Advanced Diploma of Theology / Advanced Diploma of Ministry (Pathway 1)

The Diplomas provide a strong foundation in the Bible, together with an understanding of theology and practical ministry experience. These courses are aimed at equipping students with biblical and ministry skills.

7.1 Introduction to the Diploma and Advanced Diploma courses

The information in this section has been taken from the Australian College of Theology Undergraduate Handbook.

The Diplomas aim to introduce you to Christian theology as it relates to various ministries. They seek to combine the development of your ministry skills with theological reflection and the continuing formation of your Christian life. It would take you to a level that would be sufficient for you to begin ministry in the area of your major study. For example, you would be equipped for well-informed participation in the life of the church and, if you so choose, as a part of a church ministry team with ministry responsibilities in one or more areas of pastoral practice.

The Australian College of Theology has revised the course rationale and learning outcomes for each of the Diploma and Advanced Diploma courses. They can be read online by clicking on each course name at the following page of the Australian College of Theology website:

www.actheology.edu.au/handbooks_undergraduate.php

7.1.1 Occupational functions of graduates

Graduates might expect to fulfill the following roles:

- a well-informed member of a church ministry team with shared responsibility for the Christian education program, or
- depending on the units taken in the course, a member of a church pastoral ministry team under the leadership of a qualified practitioner with a degree in theology or ministry.

7.1.2 How much time will it take?

The Diplomas can be studied

- **part time** (as little as one unit per semester)
- **full time** (16 credit points (cps) per semester)

No-one may take more than 20 credit points (cps) in any one semester.

Course	Number of units required to complete course	Minimum time for full time students to
Diploma of Christian Studies	8-12 units (32 cps)	1 year
Diploma of Theology (Pathway 1)	10-12 units (48 cps)	1.5 years
Diploma of Ministry (Pathway 1)	10-12 units (48 cps)	1.5 years
Diploma of Theology / Diploma of Ministry (Pathway 1)	16 units (64 cps)	2 years
Advanced Diploma of Theology (Pathway 1)	16 units (64cps) (incl. 16 cps at degree level)	2 years
Advanced Diploma of Ministry (Pathway 1)	16 units (64cps) (incl. 16 cps at degree level)	2 years
Advanced Diploma of Theology / Advanced Diploma of Ministry (Pathway 1)	24 units (96cps) (incl. 24 cps at degree level)	3 years

7.1.3 How difficult are these courses academically?

Many of those who study with us have not studied anywhere for a long time. Choosing to study a Diploma or an Advanced Diploma offers the opportunity to undertake study at a level which will be challenging, but not as demanding as a full degree course. It is therefore academically accessible to most students.

The Advanced Diploma of Theology and Advanced Diploma of Ministry require the completion of 64 credit points, of which 16 credit points need to be completed at degree (300-400) level. The combined Advanced Diploma of Theology / Advanced Diploma of Ministry requires the completion of 96 credit points, of which 24 credit points need to be completed at degree (300-400) level. The degree (300-400) level units in the Advanced Diplomas are assessed at a higher level than diploma (200) level units. (Mary Andrews College has chosen not to offer any degree (300-400) level units at the moment. Affected students are to note that there are other ACT-affiliated colleges which do offer degree (300-400) level units.)

7.2 Course structure

You can specialise in the area of theology or in pastoral and ministry units. Our range of core units and electives meet the course requirements for either the theology or ministry course categories.

Students studying at Mary Andrews College may also choose to undertake Diploma (200) level units at other Australian College of Theology affiliated colleges. (Please make sure that it is an Australian College of Theology affiliated college, otherwise the unit cannot be automatically credited towards your Diploma or Advanced Diploma.) A list of these colleges is available on the Australian College of Theology website:

www.actheology.edu.au/colleges.php

A few students have taken this option, for example, in order to complete a unit not offered at Mary Andrews College in a particular year, or to have the chance to study by distance because their work hours have changed.

7.2.1 Diploma of Christian Studies

The Diploma of Christian Studies will introduce students at a foundation level to Christian understanding and practice. The Diploma of Christian Studies may be completed in a minimum of one year full time study or the equivalent part time. The abbreviation for this course is **DipChrStuds**.

Students enrolled in the Diploma of Christian Studies need to complete **8-12 units** (i.e. 32 credit points). Each unit is worth 3 or 4 credit points (cps).

Diploma of Christian Studies	
	Old Testament (OT) / New Testament (NT) / Biblical Studies (BB): 1 unit
	Church History (CH) / Theology (TH) / Philosophy and Ethics (PE): 1 unit
	Old Testament (OT) / New Testament (NT) / Biblical Studies (BB) / Church History (CH) / Theology (TH) / Philosophy and Ethics (PE): 1 unit
	Ministry and Practice (EM / PC / DM): 2-3 units
	Electives: 3-6 more units from any field
Total of 8-12 units (i.e. 32 cps)	

7.2.2 Diploma of Theology (Pathway 1) or Diploma of Ministry (Pathway 1)

The Diploma of Theology (Pathway 1) provides a grounding for ministry by establishing a foundation in theological knowledge and reflection. The abbreviation for this course is **DipThP1**.

The Diploma of Ministry (Pathway 1) will integrate studies in the Bible and Christian tradition with practical experience. The abbreviation for this course is **DipMinP1**.

Either of these two Diplomas may be completed in a minimum of 1.5 years of full time study or the equivalent part time. The units seek to develop your basic skills in ministry as well as to encourage you to engage in biblical and theological reflection.

Students enrolled in either of these Diplomas need to complete **10-12 units** (i.e. 48 credit points). Each unit is worth 3 or 4 credit points (cps).

		Diploma of Theology (Pathway 1)	Diploma of Ministry (Pathway 1)
Core units	Old Testament (OT): OT240		
	New Testament (NT): NT240		
	Church History (CH): 1 of CH205, CH206 or CH240		
	Theology (TH): either TH210 or TH240		
Elective units	Old Testament Exegesis (OT): 1 unit	Old Testament Exegesis (OT): 1 unit	Old Testament Exegesis (OT): 1 unit
	New Testament Exegesis (NT): 1 unit	New Testament Exegesis (NT): 1 unit	New Testament Exegesis (NT): 1 unit
	Christian Thought and History (TH / PE / CH): 1 unit	Ministry and Practice (EM / PC / DM): 2 units	Ministry and Practice (EM / PC / DM): 2 units
	Electives: 3-5 more units from any field	Electives: 3-5 more units from any field	Electives: 3-5 more units from any field
		Total of 10-12 units (i.e. 48 cps)	Total of 10-12 units (i.e. 48 cps)

7.2.3 Diploma of Theology / Diploma of Ministry (Pathway 1)

Completing the combined Diploma of Theology / Diploma of Ministry (Pathway 1) is equivalent to completing both the Diploma of Theology (Pathway 1) and the Diploma of Ministry (Pathway 1). The combined Diploma will integrate studies in the Bible and Christian tradition with practical experience. The abbreviation for this course is **DipTh/DipMinP1**.

The combined Diploma may be completed in a minimum of two years of full time study or the equivalent part time.

Students enrolled in the combined Diploma need to complete **16 units** (i.e. 64 credit points). Each unit is worth 3 or 4 credit points (cps).

Diploma of Theology / Diploma of Ministry (Pathway 1)	
Core units	Old Testament (OT): OT240
	New Testament (NT): NT240
	Church History (CH): 1 of CH205, CH206 or CH240
	Theology (TH): either TH210 or TH240
Elective units	Old Testament Exegesis (OT): 1 unit
	New Testament Exegesis (NT): 1 unit
	Christian Thought and History (TH / PE / CH): 1 unit
	Ministry and Practice (EM / PC / DM): 2 units
	Electives: 4-7 more units from any field
Total of 16 units (i.e. 64 cps)	

7.2.4 Advanced Diploma of Theology (Pathway 1) / Advanced Diploma of Ministry (Pathway 1)

The Advanced Diploma of Theology (Pathway 1) provides a grounding for ministry by establishing a foundation in theological knowledge and reflection. The abbreviation for this course is **AdvDipThP1**.

The Advanced Diploma of Ministry (Pathway 1) will integrate studies in the Bible and Christian tradition with practical experience. The abbreviation for this course is **AdvDipMinP1**.

Either of these two Advanced Diplomas may be completed in a minimum of two years of full time study or the equivalent part time.

Advanced Diploma students need to complete **16 units** (i.e. 64 credit points). Each unit is worth 3 or 4 credit points (cps). **16 credit points** must be completed at **Degree (300-400) level** in the Advanced Diplomas. Degree level units are not offered at Mary Andrews College but will need to be completed at another affiliated Australian College of Theology college.

		Advanced Diploma of Theology (Pathway 1)	Advanced Diploma of Ministry (Pathway 1)
Core units	Old Testament (OT): OT240		
	New Testament (NT): NT240		
	Church History (CH): 1 of CH205, CH206 or CH240		
	Theology (TH): either TH210 or TH240		
Elective units	Old Testament Exegesis (OT): 1 unit	Old Testament Exegesis (OT): 1 unit	
	New Testament Exegesis: 1 unit	New Testament Exegesis: 1 unit	
	Christian Thought and History (TH / PE / CH): 1 unit	Ministry and Practice (EM / PC / DM): 4 units	
	Electives: Up to 9 more units from any field	Electives: Up to 6 more units from any field	
		Total of 16 units (i.e. 64 cps)	Total of 16 units (i.e. 64 cps)

In the Advanced Diplomas, a Project (xx290) unit may be taken as an elective in a relevant field. If chosen, the Project may only be completed in the final semester of your course and will be assessed at first year university undergraduate level.

7.2.5 **Advanced Diploma of Theology / Advanced Diploma of Ministry (Pathway 1)**

Completing the combined Advanced Diploma of Theology / Advanced Diploma of Ministry (Pathway 1) is equivalent to completing both the Advanced Diploma of Theology (Pathway 1) and the Advanced Diploma of Ministry (Pathway 1). The combined Diploma will integrate studies in the Bible and Christian tradition with practical experience. The abbreviation for this course is **AdvDipTh/AdvDipMinP1**.

The combined Advanced Diploma course may be completed in a minimum of three years of full time study or the equivalent part time.

Students enrolled in the combined Advanced Diploma need to complete **24 units** (i.e. 96 credit points). Each unit is worth 3 or 4 credit points (cps). In the combined Advanced Diploma, **16 credit points** must be completed at **Degree (300-400) level**. Degree level units are not offered at Mary Andrews College but will need to be completed at another affiliated Australian College of Theology college.

Advanced Diploma of Theology / Advanced Diploma of Ministry (Pathway 1)	
Core units	Old Testament (OT): OT240
	New Testament (NT): NT240
	Church History (CH): 1 of CH205, CH206 or CH240
	Theology (TH): either TH210 or TH240
Elective units	Old Testament Exegesis (OT): 1 unit
	New Testament Exegesis: 1 unit
	Christian Thought and History (TH / PE / CH): 1 unit
	Ministry and Practice (EM / PC / DM): 4 units
	Electives: Up to 13 more units from any field
Total of 24 units (i.e. 96 cps)	

In the Advanced Diplomas, a Project (xx290) unit may be taken as an elective in a relevant field. If chosen, the Project may only be completed in the final semester of your course and will be assessed at first year university undergraduate level.

7.3 Units offered by Mary Andrews College

7.3.1 Diploma Units

The Diploma (200) level units that are offered by Mary Andrews College are listed below. For a complete list of units available in the Diploma and Advanced Diploma courses, see the current Australian College of Theology Undergraduate Handbook on their website:

www.actheology.edu.au/handbooks_undergraduate.php

7.3.1.1 Bible and Languages

Biblical Studies (BB)

BB205 Big Story of Scripture

Old Testament (OT)

OT205 Genesis, Deuteronomy, Samuel
OT206 Pre-Exilic Prophets
OT207 Exilic Prophets and Wisdom Literature
OT208 Psalms and Post-Exilic Literature
OT226 Psalms
OT227 Isaiah
OT240 Old Testament Overview

New Testament (NT)

NT205 Luke or John
NT206 Romans or 1 Corinthians
NT207 Letters from the Pauline Corpus and the Book of Revelation
NT208 Hebrews and Selected NT Letters
NT240 New Testament Overview

7.3.1.2 Christian Thought

Theology (TH)

TH210 God and the Person and Work of Christ
TH211 Holy Spirit, Grace and Hope
TH212 Jesus – Lord and Saviour
TH240 Theology Overview

Church History (CH)

CH205 Early Church History (30-451AD)
CH206 The Reformation
CH240 Rise of Christianity: Acts to the Reformation
CH245 Reformation Study Tour

Philosophy and Ethics (PE)

PE210 Christian Worldview

7.3.1.3 Ministry and Practice

Evangelism and Missions (EM)

EM210 Social Justice and the Bible
EM236 Pastoral Evangelism
EM237 Finding Your Purpose

Pastoral and Church-Focused Ministry (PC)

PC207 Pastoral Care
PC210 Personal Life of the Christian
PC212 Speaking to a Contemporary Culture
PC221 Theology for Everyday Life
PC227 Christian Spirituality
PC233 Creative Ministries
PC251 Ministry With Seniors

PC254 Mentoring and Pastoral Care of Workers
PC256 Practical Pastoral Care
PC257 Pastoral Care for those with Mental Illness

MAP21 Understanding Grief

Developmental Ministry (DM)

DM223 Disability and God's People

DM2xx Practical Discipleship and Mentoring (*in development*)

7.3.3 Does the order in which I do units matter?

There is no strict order in which units are to be taken. However, some units are linked in content to another unit or are of a more difficult nature. For example, you should note the following:

- It is advisable that Old Testament Overview (OT240) be done before, or in the same year as, an Old Testament exegesis unit (study of set biblical books) (one of OT205-OT208). Likewise, it is advisable that New Testament Overview (NT240) be done before, or in the same year as, a New Testament exegesis unit (study of set biblical books) (one of NT205-NT208).
- Mary Andrews College considers Pastoral Care (PC207) to be a pre-requisite for Practical Pastoral Care (PC256). Therefore Pastoral Care (PC207) is to be completed before Practical Pastoral Care (PC256) is started.

8. Student commitments

If you are planning to do your study for credit towards a Diploma or Advanced Diploma award, you will need to:

- attend all classes
- complete all assessments for a unit

8.1 Assignments

Assignment questions will normally be made available to you in the first class of each unit. Please refer to the separate Assignment Handbook for more details on assignments.

If you are a full time Diploma student at Mary Andrews College (i.e. taking four units in one semester), you may find that you have a heavy load of assignments due at one time. Please talk this over with the Registrar or the Academic Dean if you need to discuss due dates.

8.2 Enrolment with the Australian College of Theology

All Certificate, Diploma or Advanced Diploma students will need to enrol each unit with The Australian College of Theology (unless you aren't doing the assessments, i.e. are auditing). This means lodging the official "Enrolment in ACT Units" form by the Administration Date for your unit(s). This will be done in the first class of each semester. If you miss your first class, please see the Registrar who will help you to complete the form.

8.3 Withdrawing

You are required to notify the Registrar if you need to or decide to withdraw from your unit(s) during the academic year. If you need to withdraw from your unit(s), there are dates by which this must be done. Ask the Registrar for a copy of the variation of enrolment form that you will need to complete, or download a copy of the relevant variation of enrolment form from the following page of our website:
www.mac.edu.au/current-students/class-forms

See Section 10.5 "Variation of enrolment with The Australian College of Theology" in this handbook for information on the procedures to follow in these situations, and for a list of withdrawal dates and what they mean.

9. Credit for prior learning

Have you already done some theological study? You may be eligible to receive credit from other diplomas and degrees associated with the Australian College of Theology. You may also apply to receive credit for previous non-Australian College of Theology study in particular units. After consultation with the Registrar, application for credit for prior learning can be made to the Australian College of Theology on the relevant “Application for Credit Transfer” form via the Mary Andrews College Registrar. There is no fee involved in applying for this.

However, you should be aware that the Australian College of Theology applies rigorous standards to the granting of credit for prior learning. Comparisons are made between the length of course, the learning outcomes and the assessment procedures.

There is a reduction over time of the relevance of previous study or prior learning as the basis for credit at enrolment in a new course of similar content. If your previous study was completed more than ten years before you start your current Australian College of Theology course, then it will affect your application for credit from that earlier course. The reason for this is that progression through levels of study assumes prior understanding of issues and concepts, an understanding that can over time become lost or inaccurate.

Further information on this can be found in the “Australian College of Theology Undergraduate Handbook” on their website:

www.actheology.edu.au/handbooks_undergraduate.php

10. Academic regulations

It is important that you read the following information very carefully. Most of these regulations are direct requirements of the Australian College of Theology.

10.1 Admission

Students are normally admitted upon the satisfactory completion of Year 12 in an Australian school system or equivalent. Consideration is also given to other factors such as practical experience, maturity and motivation, and the likelihood of satisfactory completion of the academic requirements of the course.

Students taking Degree (300-400) level units as part of one of the Advanced Diplomas need to fulfil entry requirements for Degree (300-400) level units. If a student does not fulfil the normal entry requirements for Degree (300-400) level units, the student may take these units after the successful completion of 8 units (i.e. 32 credit points) at Diploma (200) level.

10.1.1 Language qualifications for non-English speaking background students

Domestic students (i.e. Australian citizens and permanent residents) from non-English speaking backgrounds who

- (a) have an assessable qualification that was undertaken solely in English in one of a set of prescribed countries, or
- (b) to study Diploma level (200 level) units, have experienced English in an English-speaking country for at least five years, or
- (c) to study Degree level (300+ level) units, have been resident in Australia with English being the language spoken at home and at work for ten or more years are **not** required to provide proof of English language proficiency for admission to an Australian College of Theology course.

All other students must provide proof of English language proficiency for admission to an Australian College of Theology course. Such proof will normally be by provision of the results of an IELTS test (Academic Version) completed within the last two years

before starting your course. For admission to an Australian College of Theology course at Diploma or Advanced Diploma level, the minimum IELTS result required is 6.0 overall with a minimum of 6.0 in each subtest.

10.1.2 Mature age entry

Mature age entry to the Diplomas and Advanced Diplomas is available for students over the age of 20.

10.2 Course structure requirements

The minimum period of study is one and a half years full time for the Diploma and two years full time for the Advanced Diploma. There is no maximum time in which to complete these courses.

Doing 16 credit points per semester is full time. No student may take more than 20 credit points in any one semester.

10.3 Assessment

You must attempt and submit all assessment items set for your unit. Marks awarded by Mary Andrews College may be statistically moderated by the Australian College of Theology. The Australian College of Theology supervises the academic standards across all of its affiliated colleges.

Certificate level units require a total of 3,000 words (across 2 or 3 assignments per unit), while Diploma level (200 level) units require a total of 4,000 words (across 2 or 3 assignments per unit).

10.3.1 Passing grades

All pieces of assessment for a unit **must be completed and submitted** in order to pass each unit. You do not necessarily need to pass every individual assignment, as long as you pass the unit overall. In all units, 50% overall is needed to record a passing grade.

10.3.2 Assignment word limits

It is important that you pay close attention to the word limit for each given assignment. You should aim to have your word count as close as possible to the required word limit. All words in the body of your essay are counted, but those in the synopsis (if required), footnotes and bibliography should not be included.

Please note that assignments which are **more than 10%** over the required word limit will attract a **penalty of 10%** of the total possible marks for that assignment. Your assignment handbook provides more information on assignments and should be consulted for each assignment.

10.3.3 Late submission

Under the Australian College of Theology's Late Penalties Policy, unless an extension has been applied for and granted, if you submit an assessment past its due date, the assessment marks will be reduced at the rate of 3% of the total possible marks for the assessment item per calendar day, up to 14 days after the assessment's due date. After 14 days past the assessment due date, a mark of zero will be awarded for the assessment upon submission of the completed assessment.

Students **must** complete all assessments in order to pass a unit. If a student has not submitted an assessment by the end date of the unit and has not applied for an extension, the assessment will be deemed as a non-attempt, and consequently the student will receive a 'fail' grade for the entire unit.

10.3.4 Extensions

The granting of an extension to a unit assessment item will only be granted in the case of special circumstances, and in proportion with the period of time and the impact that the special circumstances have had. The Academic Dean may grant an extension if she is satisfied that special circumstances apply to the student that are:

- beyond the student's control; and

- make it impracticable for the student to complete the assessment(s) during the period in which the student was to undertake the assessment(s).

The Academic Dean will be satisfied that the student's circumstances are beyond the student's control if a situation occurs which a reasonable person would consider is not due to the student's action or inaction, either directly or indirectly, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal.

Special circumstances that would make it impracticable for the student to complete the assessment instrument(s) could include issues beyond the student's control in relation to:

- medical circumstances; or
- family circumstances; or
- personal circumstances; or
- employment related circumstances; or
- course of study related circumstances.

All applications for extensions on assessments must be in writing and be received by the Academic Dean (cathyharris@mac.edu.au) BEFORE the due date of the assessment. The Academic Dean may waive the time limit for making the application only if she is satisfied that it was not possible for the student to apply within the time limit.

Extensions of assessments may only be granted if the assessment has not yet been attempted and submitted.

Each application will be examined and determined on its merits. The Academic Dean will consider a student's claims, together with independent supporting documentary evidence that substantiates these claims. All applications made on medical grounds will normally require a doctor's certificate that covers the period in question.

Applications, together with all supporting documentation, should be held in the student's file. From time to time the ACT office may conduct an audit of the application of this policy. If requested by the Dean or the ACT Director of Academic Services, this documentation should be made available.

Assessments for which extensions have been granted must be completed within the period of extension granted, which may be no later than the final date of the examination period of the semester in which the unit has been delivered for semester-length units. If further time is required, the student must apply for a Deferred Assessment (see Section 10.3.7), for which the deadline must be set by the college in accordance with the circumstances affecting the student. However, a Deferred Assessment may only be granted up to the end of the First week of August for first semester units, and end of the first week of February for second semester enrolments. Reasonable alternate dates may be set by a college for units taught in intensive mode.

PLEASE NOTE: Heavy employment or study workload, church involvement and poor time management are not grounds for granting an extension. You will **not** be granted an extension under these circumstances

10.3.5 **Remarking**

If an assignment is awarded a fail, it will automatically be remarked by a second marker. The higher mark will be the one awarded.

If you pass an assignment but feel that a re-mark is justified, then you may request one. The request should be made in writing and, together with the assignment, should be given to the Academic Dean within one week of the assignment having been returned.

10.3.6 **Deferred Assessment**

Deferred assessments (DE) will only be granted in the case of special circumstances that are:

- beyond the student's control; and

- make it impracticable for the student to complete the assessment(s) during the period in which the student undertook, or was to undertake, the unit.

Circumstances are beyond the student's control if a situation occurs which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal.

Deferred assessments may only be granted if the assessment item has not been attempted:

- (i) in cases of illness subject to the submission of a satisfactory medical certificate;
- (ii) on compassionate grounds subject to endorsement by the student's college;
- (iii) at the discretion of the Australian College of Theology's Director of Academic Services.

All applications for medical or compassionate deferred assessments must be in writing (together with supporting documents) and should be received by the Academic Dean of Mary Andrews College **no later than** 30 June (for units held in Semester 1) or 30 November (for units held in Semester 2). Any applications made on medical grounds must include a doctor's certificate that covers the period in question.

Deferred assessments must be completed no later than the first week of August for Semester 1 enrolments and no later than the first week of February for Semester 2 enrolments.

10.4 Attendance

Attendance at lectures is expected. If you are unable to attend one of your lectures, please notify your lecturer or the Registrar's Department by phone or email BEFORE the commencement of your lecture.

If you miss a lecture, it is YOUR responsibility to contact the lecturer to obtain any missed class notes for that lecture. This is not the responsibility of your lecturer.

10.5 Variation of Enrolment Policy

After initial enrolment in units with the Australian College of Theology, you may vary your enrolment by adding or withdrawing from units. To vary your enrolment you should use the relevant 'Variation of Enrolment' form provided by Mary Andrews College and return it to the Registrar along with any payment required.

A set of critical dates relate to these actions. The dates are set for each unit. These dates are detailed in the student information given to you after your enrolment in units for the coming semester or year. The 2019 dates are also listed in this handbook on pages 24-25.

Approved addition of a unit after the Administrative Date and before the Census Date will attract a Variation of Enrolment fee of \$150 for the addition or substitution of a Diploma unit, or \$40 for a Certificate unit. The Variation of Enrolment fee is payable to Mary Andrews College. Should you be permitted to commence enrolment at this time, each unit added will attract the fee. If you withdraw from a unit before the Census Date, that unit will not attract any up-front payments or fees, or a FEE-HELP liability. There is no Variation of Enrolment fee for withdrawing from a unit.

After the Census Date, no units may be added, and withdrawal from a unit will not normally result in the refund of any up-front payments or the re-crediting of a FEE-HELP liability. Withdrawal from a unit after the Withdrawal Date will normally attract a failure to withdraw grade (FW). (You would need to speak to the Registrar if you wanted to enquire about a compassionate withdrawal (CW) after the Withdrawal Date.)

Should you consider that "special circumstances" prevailed at the time of withdrawal from a unit after the Census Date, you may request refunding of any up-front payments/fees made in relation to the unit by writing a letter to the Registrar, or request re-crediting of your FEE-HELP balance in relation

to the unit by writing to the Australian College of Theology. For more information about FEE-HELP re-crediting, see Section 10.8.2 “Re-crediting FEE-HELP balance”.

If you fail to submit any work but do not formally withdraw in time, you will incur an academic penalty of failure to withdraw (FW). In that case all FEE-HELP and/or up-front payment liabilities remain.

For more information, speak to the Registrar. Further information is located on the Australian College of Theology website at:

www.actheology.edu.au/students_enrol.php#VOE

A summary of this policy is in the chart below.

Semester timeline – important dates if making changes to your enrolment

Please use this chart in conjunction with the specific dates listed for your unit/s on the following pages.

	Start Date	Administration Date	Census Date	Withdrawal Date	End Date	
Withdrawing	<ul style="list-style-type: none"> If you withdraw from a unit here: <ul style="list-style-type: none"> No variation of enrolment fee applies Unit deleted from record No academic penalty Full refund of any up-front payments No FEE-HELP liability 		<ul style="list-style-type: none"> If you withdraw from a unit here: <ul style="list-style-type: none"> No variation of enrolment fee applies No academic penalty Full refund of any up-front payments No FEE-HELP liability 		<ul style="list-style-type: none"> If you withdraw from a unit here: <ul style="list-style-type: none"> No variation of enrolment fee applies No academic penalty (unit graded W- Withdrawn) No refund of any up-front payments* FEE-HELP liability incurred* 	
					<ul style="list-style-type: none"> If you withdraw from a unit here: <ul style="list-style-type: none"> No variation of enrolment fee applies Academic penalty (unit graded FW- Failure to Withdraw) No refund of any up-front payments* FEE-HELP liability incurred* 	
Adding or Substituting	<ul style="list-style-type: none"> If you add or substitute a unit here: <ul style="list-style-type: none"> No variation of enrolment fee applies Up-front payment applies and/or FEE-HELP liability incurred 		<ul style="list-style-type: none"> If you add or substitute a unit here: <ul style="list-style-type: none"> Variation of enrolment fee applies (\$150 per Diploma unit OR \$40 per Certificate unit in 2019) + written agreement of unit lecturer required Up-front payment applies and/or FEE-HELP liability incurred 		No units may be added or substituted after the Census Date	

** If a student considers 'special circumstances' prevailed at the time of withdrawal from the unit, the student may request re-crediting of their FEE-HELP balance and / or refunding of any upfront payment(s) made in relation to the unit.*

10.5.1 Administration, Census and Withdrawal Dates

Under The Australian College of Theology’s ‘Variation of Enrolment Policy’, we are required to inform you of the various dates relating to your chosen unit(s). Over the page is a list of the important dates for each of the units offered at Mary Andrews College this year. (Please note that any full year units enrol with the Australian College of Theology in Semester 1 that year.)

Refer to the chart above for an explanation of each term.

If you need to withdraw your Australian College of Theology enrolment but do not do so until after the withdrawal date for your unit has passed, then you will have a FW (failure to withdraw) grade recorded on your transcript. The unit can be taken again at a later date.

10.5.1.1 Certificate dates 2019

Unit code	Unit name	Location	Start date	Administration date	Census date	Withdrawal date	End date
Semester 1 (Certificate units)							
GRF	Understanding Grief	City	18-Feb	18-Mar	31-Mar	7-May	28-Jun
IPC	Pastoral Care	City	14-Feb	8-Mar	31-Mar	3-May	28-Jun
CB	Christian Belief	City	21-Feb	15-Mar	31-Mar	8-May	28-Jun
OT	Old Testament (Semesters 1 and 2)	City	23-May	31-May	25-Jun	7-Aug	27-Sep
IAPC	Practical Pastoral Care (Semesters 1 and 2)	City	30-May	7-Jun	25-Jun	9-Aug	27-Sep
Semester 2 (Certificate units)							
PE	Pastoral Evangelism	City	5-Sep	12-Sep	23-Sep	25-Oct	29-Nov
SM	Ministry With Seniors	City	15-Aug	23-Aug	9-Sep	18-Oct	29-Nov
NT	New Testament	City	29-Aug	6-Sep	23-Sep	23-Oct	29-Nov

10.5.1.2 Diploma dates 2019

Unit code	Unit name	Location	Start date	Administration date	Census date	Withdrawal date	End date
Semester 1 (Diploma units)							
BB205	Bible Overview	City	15-Feb	22-Feb	31-Mar	12-Apr	28-Jun
OT240	Old Testament Overview	City	12-Feb	22-Feb	31-Mar	12-Apr	28-Jun
PC221	Theology for Everyday Life	Dapto	19-Feb	8-Mar	31-Mar	3-May	28-Jun
OT226	Psalms	Emu Plains	11-Feb	1-Mar	31-Mar	10-May	28-Jun
PC207	Pastoral Care	City	11-Feb	1-Mar	31-Mar	10-May	28-Jun
EM236	Pastoral Evangelism	City	12-Feb	12-Mar	31-Mar	6-May	28-Jun
TH210	God and the Person and Work of Christ	City	13-Feb	1-Mar	31-Mar	10-May	28-Jun
OT205	1 and 2 Samuel	City	20-Feb	8-Mar	31-Mar	3-May	28-Jun
CH206	The Reformation	City	21-Feb	8-Mar	31-Mar	3-May	28-Jun
EM237	Finding Your Purpose	City	14-Feb	15-Mar	31-Mar	6-May	28-Jun
PC212	Speaking to a Contemporary Culture (Semesters 1 and 2)	Emu Plains	29-Apr	17-May	30-May	29-Jul	27-Sep
TH211	Holy Spirit, Grace and Hope (Semesters 1 and 2)	Dapto	17-May	31-May	13-Jun	5-Aug	27-Sep
PC257	Pastoral Care for Those With Mental Illness (Semesters 1 and 2)	City	7-Jun	14-Jun	9-Jul	9-Aug	27-Sep

Unit code	Unit name	Location	Start date	Administration date	Census date	Withdrawal date	End date
Semester 2 (Diploma units)							
OT205	1 and 2 Samuel	Dapto	30-Jul	16-Aug	31-Aug	27-Sep	29-Nov
NT205	Luke	Emu Plains	29-Jul	16-Aug	31-Aug	27-Sep	29-Nov
PC256	Practical Pastoral Care	City	22-Jul	9-Aug	31-Aug	20-Sep	29-Nov
NT240	New Testament Overview	City	22-Jul	2-Aug	31-Aug	13-Sep	29-Nov
DMxxx (TBC)	Mentoring / Discipling Within Christian Community	City	23-Jul	20-Aug	31-Aug *	8-Oct	29-Nov
NT206	1 Corinthians	City	24-Jul	9-Aug	31-Aug	20-Sep	29-Nov
PC207	Pastoral Care	City	25-Jul	9-Aug	31-Aug	9-Oct	29-Nov
PC251	Ministry With Seniors	City	31-Jul	16-Aug	31-Aug	11-Oct	29-Nov
OT206	Amos and Hosea	City	2-Aug	16-Aug	31-Aug	27-Sep	29-Nov
PE210	Christian Worldview	City	16-Aug	23-Aug	9-Sep	18-Oct	29-Nov

* DMxxx is in development. The final census date will be confirmed after this unit has been approved.

10.6 Academic misconduct policy

In line with tertiary institutions throughout Australia, The Australian College of Theology regards academic misconduct as a serious matter. Australian College of Theology-approved colleges are responsible for rigorously pursuing the highest possible standards of academic honesty and integrity.

Academic misconduct may encompass the following actions:

- (i) taking unauthorised materials into an exam;
- (ii) submitting work for an assessment knowing it to be the work of another person;
- (iii) improperly obtaining knowledge of an exam paper and using that knowledge in the exam;
- (iv) cheating as any endeavour to gain unfair access to content and information where such access is not permitted;
- (v) arranging for another person to sit an exam in the place of the student;
- (vi) failing to acknowledge the source of material in an assessment, including project or thesis, in any Australian College of Theology program (i.e. plagiarism);
- (vii) submitting a falsified medical certificate;
- (viii) submitting incorrect, incomplete or misleading information.

Students are expected to acknowledge the source of their ideas and expressions used in their written work. To provide adequate documentation is not only an indication of academic honesty but also a courtesy enabling the marker to consult sources with ease. Deliberate failure to do so may constitute plagiarism, which is subject to a charge of academic misconduct. Plagiarism is understood to be the presentation of another person's words or thoughts either as one's own or without appropriate acknowledgement. Students are required to acknowledge by the use of footnotes the origin of extracts, quotes and paraphrases contained in their work. Quoted material shall be identified by relevant conventions.

Except in the case of Australian College of Theology-approved study and assessment schemes, students ought not to assist other students in the writing of individual assessments, such as providing written material to be copied. Material for assessment in one unit of study may not be submitted for assessment in any other unit of the award.

In the case of inadvertent academic dishonesty resulting from misunderstanding of academic conventions rather than deliberate deception, the marker shall deduct marks from the assessment and counsel the student concerning the academic conventions prevailing in the Australian College of Theology.

Willful academic misconduct, including plagiarism, may result in the following penalties:

- the awarding of a fail grade for the whole unit of which the assessment is a part,
- the awarding of 0% for the assessment or thesis or project with or without the opportunity to redeem it,
- the student's exclusion from the award in which he or she is enrolled for a period not exceeding two years,
- exclusion from any award of The Australian College of Theology, or
- another outcome appropriate to the case but with an impact less serious than exclusion from enrolment in any award of The Australian College of Theology.

Notwithstanding the prescriptions otherwise stated in this policy, since plagiarism and cheating are both serious academic offences the following penalties are Australian College of Theology standard for plagiarism and cheating in coursework awards.

- **First offence:**
Students will be subject to academic counselling, with the maximum penalty being to fail the item with no marks awarded. Where deemed appropriate, the minimum penalty available will be that students may be granted an opportunity to resubmit the assessment with a maximum of 50% for the assessment.
- **Second offence:**
Fail unit, with no remedial opportunity.
- **Third or major offence:**
Exclusion from any award of the Australian College of Theology, or exclusion from the

award for up to two years, or other outcome appropriate to the case but with an impact less serious than exclusion.

In the case of severe plagiarism and/or cheating, a student may be subject to a separate disciplinary process approved by the Academic Board of the Australian College of Theology.

Please note that plagiarism is a 'term that describes the unacknowledged use of someone's work. This includes material or ideas from any (published or unpublished) sources, whether print, web-based (even if freely available) or audio visual. Using the words or ideas of others without referencing your source would be construed as plagiarism and is a very serious academic offence.'¹

Students who have knowingly divulged, or caused to be divulged, the content of an exam to other students who are yet to complete the exam, will be dealt with by separate disciplinary processes approved by the Academic Board of the Australian College of Theology. Students who have intentionally and knowingly received information relating to the content or nature of an exam in an enrolled unit, except that which was commonly released by the lecturer/s as part of the unit of study, will be dealt with by separate disciplinary processes approved by the Academic Board of the Australian College of Theology.

Colleges are required to report to the Australian College of Theology's Director of Academic Services all offences (first, second and third offences as above) with respect to plagiarism and cheating for recording in TAMS. Such information shall be available to academic registrars of affiliated colleges by means of a note on the student's record on TAMS to any affiliated college that a student is either enrolled with or intends to enrol with.

10.6.1 Appeals

For domestic students enrolled in a coursework unit, any appeal against an outcome will be dealt with in accordance with the Australian College of Theology's 'Grievance Resolution Policy for Domestic Students', which is contained in Section 10.7 of this handbook.

10.7 Grievance Resolution Policy for domestic students

The ACT has a policy and a process for dealing with student grievances (also called 'complaints'). The policy ensures that students have access to fair and just avenues to deal with any grievances, and that they can follow those avenues without fear of reprisal. The policy applies to all colleges affiliated to the ACT.

Where possible, grievances are handled by the college involved, as well as by the ACT office if necessary. If a grievance is not resolved in this way, it is referred to the Council of Private Higher Education for independent external resolution. Any recommendations from that council must be implemented within 25 days.

The policy and its accompanying process (that is, the actions to be taken for reporting and resolving a grievance) are set out below in five sections, plus an appendix containing a diagram of the process.

- Part 1: The policy
- Part 2: The process: Reporting and resolving a grievance
- Part 3: The Tertiary Education Quality and Standards Agency
- Part 4: Contact and administration details
- Part 5: Principles of natural justice
- Appendix: Diagram of the process

10.7.1 Part 1: The Policy

The Australian College of Theology (the ACT) is committed to ensuring that students who have a concern about any aspect of our higher education operations have ready access to fair, just and effective grievance processes. Specifically, this means:

- A student may report a grievance about any aspect of the ACT's higher education operations, including operations provided on its behalf by its affiliated colleges and other entities.
- The student may do this without fear of reprisal.

¹ Cited from <http://www.palgrave.com/studentstudyskills/page/Referencing-and-Avoiding-Plagiarism/>

- The grievance may be about an academic or a non-academic matter.
- There is a comprehensive process for handling and resolving grievances, which includes review by an independent third party if the process cannot resolve the dispute.

If an affiliated college or other entity acting on behalf of the ACT does not comply with this policy, the Board of Directors of the ACT ('the ACT Board') will take disciplinary action as it sees fit, with the maximum penalty being dis-affiliation and exclusion from the ACT.

Our policy and its accompanying process are based on the following principles:

Principles underpinning the policy

1. Actions will be undertaken promptly, and deadlines for responses will be specified at each stage of the process.
2. The process will be as simple as possible and easily accessible to students.
3. The process will not victimise or discriminate against any student or respondent.
4. Reasons and full explanations will be given for decisions and actions taken.
5. Records of the handling of a grievance will be kept for at least 5 years and treated as confidential, with access available to involved parties as appropriate.
6. Components of the process will be at no cost to the student, apart from travelling expenses. A fee may apply when a review is formally requested in relation to a 'passed' grade of either an assessment or a unit.
7. All staff involved in a grievance or appeal have a duty to observe the principles of natural justice. (These are listed in part 5 of this document.)
8. A student's enrolment will be maintained while the appeal process is ongoing.
9. Students may seek resolution of a grievance under this policy regardless of where the college involved is located, where the student lives, and the mode in which the student studies.
10. The student reporting the grievance may withdraw it at any stage in the process. If the grievance is withdrawn, the matter will be considered closed.
11. If the appeal results in a decision that supports the student, the ACT will immediately implement that decision and take any corrective and preventative action required, and will advise the student of the outcome.

This policy does not take away the right of any student to pursue other legal remedies, or take action under Australia's consumer protection laws in the case of financial dispute.

10.7.1.1 Definitions

Student:	All domestic students of the ACT. They may be prospective, enrolled or former students.
Grievance:	A statement of concern made by a student which the student has reported to an affiliate college or to the ACT office, and which requires action or a response under this policy. A grievance can also be called a 'complaint', or a 'dispute'.
What is not a grievance?	General feedback and comment about administration, academic programs and services is not treated as a grievance unless action or a response is required under this policy.
Academic matter:	An action, inaction or decision by a member of the academic staff that affects the student's academic assessment or progress.
Non-academic matter:	Administrative or other matters (for example, matters related to fees, withdrawals, expulsion, allegations of bullying or harassment, etc) and other action, inaction or decisions that students

may consider are interfering with the progress of their studies or with the granting of an award.

Natural justice:

A term used in government and administrative decision-making, meaning the duty to act fairly in a dispute – that is, to act without bias and to ensure a fair hearing for all parties. It can also be called 'procedural fairness'. The underlying assumption is that some legal principles are self-evident, or 'natural'.

10.7.1.2 Distribution and awareness of the policy

Access to the policy: The ACT is required to make this policy clearly accessible to all current and prospective students on the ACT website and in student handbooks. Affiliated colleges are required to make this policy accessible to all current and prospective students.

Distribution of the policy: Affiliated colleges must provide students with access to this policy on enrolment or within 7 days of starting an award course. In addition, continuing students must be reminded of this policy at the beginning of each subsequent year of their enrolment.

Student awareness: Students must make themselves aware of this policy before they enrol in a course or pay any fees, whichever occurs first, and within 7 days of starting an award course.

10.7.1.3 Record-keeping and reporting

Affiliated colleges and the ACT office must:

- keep written records of all formal grievances, as well as the steps taken and decisions reached
- report all formal grievances and decisions reached in their annual report to the ACT Board of Directors.

10.7.2 Part 2: The Process: Reporting and resolving a grievance

The process to follow for reporting and resolving a grievance consists of several steps. The grievance may be resolved at Step 1 (informal resolution); if not, it is escalated to Step 2, and so on. Each step provides a fair and just avenue to deal with the grievance, and students are free to take as many of the steps as they believe appropriate, with no fear of reprisal.

This section is set out in three parts:

1. Grievances about academic matters
 - 1.1 Concerns about a final grade awarded in a unit
 - 1.2 Concerns about other academic matters
2. Grievances about non-academic matters
3. External dispute resolution

The process is also illustrated graphically at the end of this document.

10.7.2.1 Grievances about academic matters

In this policy, an 'academic matter' means the action, inaction, or a decision of a member of the academic staff that affects the student's academic assessment or progress.

Examples of academic matters are final grades for units; matters concerning student admission or progression; curriculum and awards; marks for intra-semester assessment tasks (e.g. essays).

Students may lodge grievances without fear of reprisal, and the appeals process provides for review by an appropriate independent third party if internal processes do not resolve a grievance.

10.7.2.2 Concerns about a unit grade

If a student wishes to complain about the grade awarded in an enrolled unit, they must take the following steps.

Step 1: Informal resolution with the Registrar

Student's action

- Within 25 days of the results being released, discuss the issue informally with the Registrar of your college of enrolment.

Registrar's action

- Respond to the issue promptly, giving a full explanation of the reasons the grade was awarded.
- If the student's concerns are not resolved, explain the next step, as set out below.
- Give the student access to this policy and instruct them to read it.

Advice to students

If your concerns are not resolved by the Registrar, or if you believe the process has not been followed, you may contact the Academic Dean of your college of enrolment. This may be done on an informal or a formal basis.

Note 1: If you choose to approach the Academic Dean informally, this does not prevent you making a formal appeal later if necessary.

Note 2: A fee might be charged for an appeal where you have been awarded a 'passing' grade in the unit.

Step 2: Appeal to the Academic Dean

INFORMAL COMPLAINT

Student's action

- Contact the Academic Dean to discuss your concern in person.
- You must do this within 15 days of the outcome of your discussion with the Registrar.

Academic Dean's action

- Respond to the student's concern promptly, giving a full explanation of the reasons for the academic decision, action or inaction.

FORMAL COMPLAINT

Student's action

- Put your grievance in writing, explaining clearly the nature of your concern and the grounds for its appeal, and send it to the Academic Dean.
- You must do this within 15 days of the outcome of your discussion with the Registrar.
- The normal grounds for a formal appeal are one or more of the following:
 - the lecturer did not provide a unit outline as required
 - the assessment requirements in the unit outline were varied in an unreasonable way
 - you believe that the examiners' judgement was not applied objectively because of prejudice against you
 - you believe there has been a clerical error in the calculation of the grade
 - you believe that due regard has not been given to the evidence of illness or misadventure if submitted by the specified date
 - you believe you have been disadvantaged in some way due to the circumstances surrounding your unit's examination or other assessment.

Note: A fee might be charged for appeals where you have been awarded a 'passing' grade in the unit.

Academic Dean's action

Note: If the Academic Dean was involved in the original decision, the college Principal must appoint another person of appropriate rank and expertise to review the matter.

- Acknowledge the grievance in writing within 5 days.
- Try to resolve the grievance within 15 days. This could involve:
 - bringing the student and the relevant lecturer together to discuss the matter
 - having the contested assessment marked by another lecturer in the same college.
- Advise the student of your decision in writing, including:
 - setting out your reasons
 - advising that if the student does not agree with the decision, they have the right of formal appeal to the Dean of the ACT
 - enclosing a copy of this policy and instructing the student to read it.

Advice to students

If your concerns of an informal complaint are not resolved by the Academic Dean of your college, or if you believe the process has not been followed, you may lodge a formal complaint to the Academic Dean under this section of the policy. See Step 2 above below for how to do this.

If your concerns of a formal complaint are not resolved by the Academic Dean of your college, or if you believe the process has not been followed, you may contact the Dean of the ACT. See Step 3 below for how to do this.

Note: A fee might be charged for an appeal where you have been awarded a 'passing' grade in the unit.

Step 3: Appeal to the Dean of the ACT

Student's action

- Put your grievance in writing, explaining clearly the nature of your concern and the grounds for its appeal, and send it to the Dean of the ACT.
- You must do this within 15 days of receiving the Academic Dean's written response.

Note: A fee might be charged for appeals where you have been awarded a 'passing' grade in the unit.

See part 4 of this document for contact details for the Dean of the ACT.

Dean of the ACT's action

Note: If the Dean of the ACT was involved in the original decision that has become the matter in dispute, the Chair of the ACT Board must appoint another person of appropriate rank and expertise to review the matter.

- Acknowledge the grievance in writing within 5 days.
- Try to resolve the grievance within 15 days.
- Advise the student of your decision in writing, including:
 - setting out the reasons the final grade was awarded
 - advising the student that if they do not agree with the decision, they have the right of formal appeal to the Academic Appeals Committee
 - enclosing a copy of this policy and instructing the student to read it.

Advice to students

If your concerns are not resolved by the Dean of the ACT, or if you believe the process has not been followed, you may approach the Academic Appeals Committee. See Step 4 below for how to do this.

Step 4: Appeal to the Academic Appeals Committee

Student's action

- Put your grievance in writing, explaining clearly the nature of your complaint and the grounds for its appeal.
- Send it to the ACT's Director of Academic Services (for the Academic Appeals Committee) within 15 days of receiving the ACT Dean's written response.

Note: The membership of the Academic Appeals Committee is decided on a case- by-case basis (explained in the Committees of the Academic Board Policy, available at www.actheology.edu.au). Therefore you should send your complaint through the ACT's Director of Academic Services.

See part 4 of this section for contact details for the Director of Academic Services.

Academic Appeals Committee's Action

- Acknowledge the formal appeal in writing within 5 days.
- Try to resolve the grievance within 15 days.
- Advise the student of your decision in writing, including:
 - setting out the reasons the final grade was awarded
 - advising the student that if they do not agree with the decision, they have the right of formal appeal to an independent external agency
 - enclosing a copy of this policy and instructing the student to read it.

Advice to students

If you remain dissatisfied with the outcome of this appeal, you can make a final appeal free of charge to the Council of Private Higher Education (COPHE), which is an independent third party.

Please see Section 10.7.2.5 on 'External dispute resolution' for how to proceed with this step.

10.7.2.3 Concerns about other academic matters

In this policy, 'other academic matters' means matters relating to student admission or progression, the curriculum and awards in a course of study, and marks for intra- semester assessments.

Step 1: Informal resolution with the lecturer

Student's action

- Discuss your concern informally with the relevant lecturer at your college of enrolment.
- If the concern is about the result of an intra-semester assessment, ask that the assessment be reviewed by the lecturer of the unit of study.
- You must do this within 25 days of the academic decision.

Lecturer's action

- Respond to and deal with the matter promptly, giving a full explanation of the reasons for the action, inaction or academic decision.
- If the student's concerns are not resolved, explain the next step, as set out below.
- Give the student a copy of this policy and instruct them to read it.

Advice to students

If your concerns are not resolved by the lecturer, or if you believe the process has not been followed, you may contact the Academic Dean of your college of enrolment. This may be done on an informal or a formal basis. See Step 2 below for how to do this.

Note 1: If you choose to approach the Academic Dean informally, this does not prevent you making a formal appeal later if necessary. Note 2: There might be a fee for a formal appeal.

Step 2: Appeal to the Academic Dean

INFORMAL COMPLAINT

Student's action

- Contact the Academic Dean to discuss your concern in person.
- You must do this within 15 days of the outcome of your discussion with the lecturer.

Academic Dean's action

- Respond to the student's concern promptly, giving a full explanation of the reasons for the academic decision, action or inaction.

FORMAL COMPLAINT

Student's action

- Put your grievance in writing, explaining clearly the nature of your complaint and the grounds for its appeal, and send it to the Academic Dean.
- You must do this within 15 days of the outcome of your discussion with the lecturer.

Academic Dean's action

Note: If the Academic Dean was involved in the original decision, the college Principal must appoint another person of appropriate rank and expertise to review the matter.

- Acknowledge the grievance in writing within 5 days.
- Try to resolve the grievance within 15 days.
- If the grievance relates to the mark for an intra-semester assessment, arrange for the assessment to be marked by another lecturer in the same college.
- Advise the student of your decision in writing, including:
 - setting out your reasons
 - advising that if the student does not agree with the decision, they have the right of formal appeal to the Dean of the ACT
 - enclosing a copy of this policy and instructing the student to read it.

Advice to students

If your concerns of an informal complaint are not resolved by the Academic Dean of your college, or if you believe the process has not been followed, you may lodge a formal complaint to the Academic Dean under this section of the policy. See Step 2 above below for how to do this.

If your concerns of a formal complaint are not resolved by the Academic Dean of your college, or if you believe the process has not been followed, you may contact the Dean of the ACT. See Step 3 below for how to do this.

Step 3: Appeal to the Dean of the ACT

Student's action

- Put your grievance in writing, explaining clearly the nature of your complaint and the grounds for its appeal, and send it to the Dean of the ACT.
- You must do this within 15 days of receiving the Academic Dean's written response.

See part 4 of this section for contact details for the Dean of the ACT.

Note for students

If your complaint relates to the mark for an intra-semester assessment, the Dean may appoint an independent assessor who will re-mark the assessment script. A fee may apply for these appeals.

Dean of the ACT's action

Note: If the Dean of the ACT was involved in the original decision that has become the matter in dispute, the Chair of the ACT Board must appoint another person of appropriate rank and expertise to review the matter.

- Acknowledge the grievance in writing within 5 days.
- Try to resolve the grievance within 15 days.
- If the grievance relates to the mark for an intra-semester assessment, consider having the assessment re-marked by another lecturer in a different college.
- Advise the student of your decision in writing, including:
 - setting out your reasons
 - if the grievance relates to the mark for an intra-semester assessment, advising that your decision is final
 - on other academic matters, advising the student that if they do not agree with the decision, they have the right of formal appeal to the Academic Appeals Committee
 - enclosing a copy of this policy and instructing the student to read it.

Advice to students

If your concerns are not resolved by the Dean of the ACT, or if you believe the process has not been followed, you may approach the Academic Appeals Committee. See Step 4 below for how to do this.

Step 4: Appeal to the Academic Appeals Committee**Student's action**

- Put your grievance in writing, explaining clearly the nature of your concern and the grounds for its appeal.
- Send it to the ACT's Director of Academic Services for the attention of the Academic Appeals Committee.
- You must do this within 15 days of receiving the Dean of the ACT's written response.

Note: The membership of the Academic Appeals Committee is decided on a case-by-case basis (explained in the Committees of the Academic Board Policy, available at www.actheology.edu.au). Therefore you should send your complaint through the ACT's Director of Academic Services.

See part 4 of this document for contact details for the Director of Academic Services

Academic Appeals Committee's action

- Acknowledge the formal grievance in writing within 5 days.
- Try to resolve the grievance within 15 days.
- Advise the student of the Committee's decision in writing, including:
 - setting out their reasons
 - advising the student that if they do not agree with the decision, they have the right of formal appeal to an independent external agency
 - enclosing a copy of this policy and instructing the student to read it.

Advice to students

If you remain dissatisfied with the outcome of this appeal, you can make a final appeal free of charge to the Council of Private Higher Education (COPHE), which is an independent third party.

Please see Section 10.7.2.5 on 'External dispute resolution' for how to proceed with this step.

10.7.2.4 Grievances about non-academic matters

In this policy, 'non-academic matters' means various administrative and other matters related to fees, withdrawals, expulsion, allegations of bullying or harassment, etc, and any other action, inaction or decision that students may consider are interfering with the progress of their studies or with the granting of an award.

Students may lodge grievances without fear of reprisal, and the appeals process provides for review by an independent third party if internal processes do not resolve a grievance.

Step 1: Informal resolution with the Registrar

Student's action

- Discuss your concern informally with the Registrar of your college of enrolment.
- You must do this within 25 days of the decision, action or inaction.

Registrar's action

- Notify the student promptly of any action taken or any decision made in relation to the grievance.
- If the student's concerns are not resolved, explain that they may take the matter further, as set out in Step 2a and Step 2b below.
- Give the student a copy of this policy and instruct them to read it.

Advice to students

If your concerns are not resolved, or if you believe the process has not been followed, you may proceed as follows:

- If the matter relates to the college, contact the Principal (Step 2a).
- If the matter relates to ACT policy or regulations, contact the ACT Director of Academic Services (Step 2b).

Step 2a: Appeal to the Principal

Guidance for students

Take this step (Step 2a) if your grievance relates to the college you are enrolled in.

Student's action

- Put your grievance in writing, explaining clearly the nature of your concern and the grounds for its appeal, and send it to the Principal of your college.
- You must do this within 15 days of the outcome of your discussion with the Registrar.

Principal's action

Note: If the Principal was involved in making the original decision, action or inaction that has become the matter in dispute, the Chair of the college council (or equivalent) must appoint another person of appropriate rank and expertise to review the matter.

- Acknowledge the grievance in writing within 5 days.
- Try to resolve the grievance within 15 days.
- Advise the student of your decision in writing, including:
 - setting out your reasons
 - advising the student that if they do not agree with the decision, they have the right of formal appeal to the Dean of the ACT
 - enclosing a copy of this policy and instructing the student to read it.

Step 2b: Appeal to the ACT's Director of Academic Services

Guidance for students

Take this step (Step 2b) if your grievance relates to ACT policy or regulations.

Student's action

- Put your grievance in writing, explaining clearly the nature of your concern and the grounds for its appeal, and send it to the ACT's Director of Academic Services.
- You must do this within 15 days of the outcome of your discussion with the Registrar.

Director of Academic Services' action

Note: If the Director of Academic Services was involved in making the original decision, action or inaction that has become the matter in dispute, the Dean of the ACT must appoint another person of appropriate rank and expertise to review the matter.

- Acknowledge the grievance in writing within 5 days.
- Try to resolve the grievance within 15 days.
- Advise the student of your decision in writing, including:
 - setting out your reasons
 - advising the student that if they do not agree with the decision, they have the right of formal appeal to the Dean of the ACT
 - enclosing a copy of this policy and instructing the student to read it.

See part 4 of this document for contact details for the Director of Academic Services.

Step 3: Appeal to the Dean of the ACT

Guidance for students

If your concerns are not resolved by the Principal or the Director of Academic Services, as applicable, or if you believe the process has not been followed, you may contact the Dean of the ACT. This may only be done on a formal basis, as follows:

Student's action

- Put your grievance in writing, explaining clearly the nature of your concern and the grounds for its appeal, and send it to the Dean of the ACT.
- You must do this within 15 days of receiving the Academic Dean's written response.

See part 4 of this document for contact details for the Dean of the ACT.

Dean of the ACT's action

Note: If the Dean of the ACT was involved in the original decision that has become the matter in dispute, the Chair of the ACT Board must appoint another person of appropriate rank and expertise to review the matter.

- Acknowledge the grievance in writing within 5 days.
- Try to resolve the grievance within 15 days.
- Advise the student of your decision in writing, including:
 - setting out the reasons for the decision
 - advising the student that if they do not agree with the decision, they have the right of formal appeal to an independent external agency
 - enclosing a copy of this policy and instructing the student to read it.

Advice to students

If you remain dissatisfied with the outcome of this appeal, you can make a final appeal free of charge to the Council of Private Higher Education (COPHE), which is an independent third party.

Please see Section 10.7.2.5 on 'External dispute resolution' for how to proceed with this step.

Note for Colleges

If an affiliated college is dissatisfied with the ACT Dean's decision, they should refer to the Affiliated College Appeal Policy.

10.7.2.5 External dispute resolution

Students who remain dissatisfied with the outcome of any appeal, except those related to a mark for an intra-semester assessment, may make a final written appeal – free of charge – to the Council of Private Higher Education (COPHE).

Affiliate colleges and the ACT office may also make representations to COPHE regarding the matter. COPHE is an independent third party, and its decisions are final and binding on all parties.

See part 4 of this document for contact details for the Council of Private Higher Education.

10.7.3 Part 3: The Tertiary Education Quality and Standards Agency

If a student has a complaint about the ACT's actions, they may raise concerns with the Tertiary Education Quality and Standards Agency (TEQSA) regarding the ACT's registration as an education and course provider. TEQSA does not deal with students' academic or non-academic grievances. Those grievances are dealt with under this policy.

See part 4 of this document for contact details for TEQSA.

10.7.4 Part 4: Contact and administration details

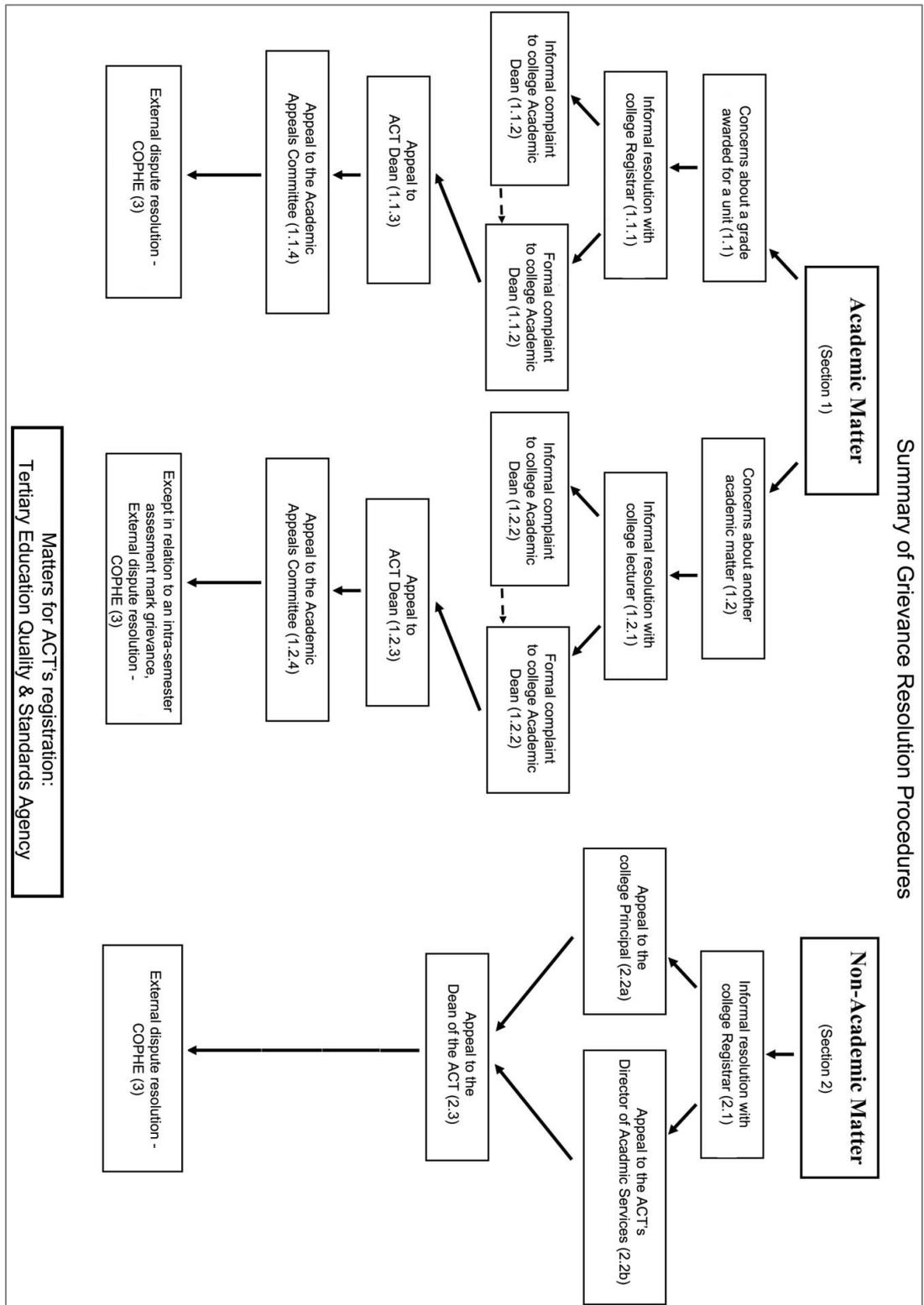
Dean of the ACT	Dr Martin Sutherland Dean and CEO Australian College of Theology Level 10, 257 Clarence Street Sydney NSW 2000 Ph: 02 9262 7890 msutherland@actheology.edu.au
ACT Director of Academic Services	Mr Simon Davies Director of Academic Services Australian College of Theology Level 10, 257 Clarence Street Sydney NSW 2000 Ph: 02 9262 7890 sdavies@actheology.edu.au
Tertiary Education Quality and	TEQSA Standards Agency (TEQSA) GPO Box 1672 MELBOURNE VIC 3001 Ph: 1300 739 585 www.teqsa.edu.au enquiries@teqsa.gov.au
COPHE	Mr Adrian McComb Executive Officer Council of Private Higher Education Suite 59, 47 Neridah Street Chatswood NSW 2167 Ph: 02 8021 0841

10.7.5 Part 5: Principles of natural justice

All staff involved in resolving a grievance have a duty to observe the principles of natural justice (or ‘procedural fairness’). In summary, they encompass the following elements:

1. The right of the student to a fair hearing.
2. The right to an independent, unbiased decision-maker.
3. A final decision that is based solely on the relevant evidence with all submissions considered.

10.7.6 Appendix: Diagram of the process



10.8 Re-crediting FEE-HELP balance

10.8.1 Census dates and FEE-HELP debt

If a student who has requested FEE-HELP assistance withdraws from a unit of study on or before the census date for that unit of study, the student will not incur a FEE-HELP debt for that unit of study.

If a student who has requested FEE-HELP assistance withdraws from a unit of study after the census date for that unit of study, the student will incur a FEE-HELP debt for that unit of study.

Census dates for semester-length units are 31 March (Semester 1) and 31 August (Semester 2). The census date for full year units is 31 August. The dates for intensive mode units are set individually and students should see the list of dates in Section 10.5.1 of this handbook.

10.8.2 Re-crediting a person's FEE-HELP balance

The student may apply after the census date to have their FEE-HELP balance re-credited if the student has been unable to complete the requirements of a unit of study and the student believes that this was due to special circumstances. Where a request to re-credit a person's FEE-HELP balance is granted, a student's FEE-HELP debit is removed and the amount of FEE-HELP paid to the Australian College of Theology on behalf of the student will be refunded.

A person can apply to the Australian College of Theology to have their FEE-HELP balance re-credited if he or she withdraws from his or her studies after the census date and/or the person has not completed the requirements for the unit of study. The person must apply in writing within 12 months of the withdrawal date or, if the student has not withdrawn, within 12 months of the end of the period of study in which the unit of study was or was to be undertaken. The Australian College of Theology can exercise the discretion to waive this requirement if it is satisfied that the application could not be made within the time limit.

The Australian College of Theology's FEE-HELP Re-Crediting Officer will consider the student's application within 28 days of receiving the student's written application.

The Australian College of Theology will re-credit a person's FEE-HELP balance if it is satisfied that special circumstances apply to the person that:

- are beyond the person's control;
- do not make their full impact on the person until on, or after, the census date; and
- make it impracticable for the person to complete the requirements for the unit during the period in which the person undertook, or was to undertake, the unit.

The Australian College of Theology will be satisfied that the person's circumstances are beyond the person's control if a situation occurs which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible. The situation must be unusual, uncommon or abnormal.

The Australian College of Theology will be satisfied that a person's circumstances did not make their full impact until on or after the census date for the unit of study if the person's circumstances occur:

- before the census date, but worsen after that day; or
- before the census date, but the full effect or magnitude does not become apparent until on or after that day; or
- on or after the census date.

Special circumstances that would make it impracticable for the person to complete the requirements for the unit of study would include:

- medical circumstances; or

- family circumstances; or
- personal circumstances; or
- employment related circumstances; or
- course of study related circumstances.

Each application will be examined and determined on its merits. The FEE-HELP Re-crediting Officer will consider a person's claims, together with independent supporting documentary evidence that substantiates these claims.

The FEE-HELP Re-crediting Officer will notify the person of the decision and the reasons for making the decision. The Officer will advise the applicant of their rights for a review of the decision if the applicant is unsatisfied with the outcome.

If the decision is made to re-credit the FEE-HELP balance, the Australian College of Theology will notify the Department of Education, Employment and Workplace Relations (DEEWR), and will repay to the Commonwealth any FEE-HELP assistance received from it on the person's behalf. DEEWR will inform the Australian Taxation Office that the debt has been removed.

10.8.3 Review of the original decision

Where a student is not satisfied with the decision made by the FEE-HELP Re-crediting Officer, they may apply in writing for a review of the decision. The Review Officer, appointed by the Board of Directors, is the Dean of the Australian College of Theology.

The time limit for applying for a review of the decision is 28 days from the person receiving notice of the decision. The person must state the reasons why he or she is applying for a review. The Review Officer will notify the applicant of his decision and the reasons for making the decision.

The Review Officer's available options are to:

- confirm the decision; or
- vary the decision; or
- set the decision aside and substitute a new decision.

The Review Officer will advise the applicant of his or her right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the Reviewer's decision if the applicant is unsatisfied with the outcome and will provide the applicant with contact details and address of the nearest Administrative Appeals Tribunal registry.

The Review Officer must acknowledge receipt of an application for a review of a decision in writing and will inform the applicant that, if the Reviewer has not advised the applicant of a decision within 45 days of receiving the application for review, the Reviewer is taken to have confirmed the original decision.

Where a student is not satisfied with the reviewed decision made by the Review Officer, they may apply to the Administrative Appeals Tribunal for a further review of the decision not to re-credit a person's FEE-HELP balance. The student may supply additional information to the Administrative Appeals Tribunal that he or she did not previously supply to the Australian College of Theology (including the Australian College of Theology's Review Officer).

10.8.4 Contact persons

The current FEE-HELP Re-crediting Officer is the Director of Academic Services of the Australian College of Theology. The contact details are:

The Australian College of Theology
 Level 10, 257 Clarence Street
 Sydney NSW 2000
 Phone (02) 9262-7890
 Fax (02) 9262-7290
 Email sdavies@actheology.edu.au

The Board of Directors of the Australian College of Theology has appointed the Dean of the Australian College of Theology as the Review Officer of decisions made by the Director of Academic Services. The contact details are:

The Australian College of Theology
Level 10, 257 Clarence Street Sydney NSW 2000
Phone (02) 9262-7890
Fax (02) 9262-7290
Email msutherland@actheology.edu.au

10.9 Non-discriminatory language policy

This policy has been designed by the Boards of the Australian College of Theology in order that students at all levels, as well as teachers, examiners and supervisors, will avoid discriminating language. By discriminating language we mean speaking or writing in a way that discriminates against, vilifies or denigrates individuals on the basis of their gender, colour, ethnicity, age, disability, race, or religion.

The recommendations below concerning avoidance of male-oriented language in generic contexts (see point 5 of this section) are intended for use in language about people only.

Departures from the policy need to be justified by the student, especially if he or she is writing a thesis or a major project.

1. All people are created in the image of God and all are equally found wanting before the justice of God. This revealed truth should motivate us to respect all people since Christ identified with and died for all. Inspired by the gospel of Jesus Christ, St Paul sought to establish in the church a new vision of humankind in which the conventional social divisions between male and female, slave and free, and Jew and Greek were broken down and overcome (Gal 3:28). Linguistic discrimination, and its more acute forms of vilification and denigration, culpably undermine and compromise the apostolic vision and should therefore be avoided by those who are committed to caring for all people, including Christians who are committed to showing unconditional love.
2. The issue of linguistic discrimination in our society is a serious one, which we do well to address, and to do all in our power to avoid and eradicate. Australia's commitment to eliminating discrimination can be measured, for example, by the number of federal acts that have been enacted—including the Racial Discrimination Act 1975, the Sex Discrimination Act 1984 and the Human Rights and Equal Opportunity Act 1986—to make it unlawful to discriminate against others on the basis of race, colour, national or ethnic origin, and gender.
3. Linguistic discrimination, as well as vilification and denigration, may occur by means of the language used to refer to or address others, and may take verbal or written form. Linguistic discrimination against people may occur in various ways, whether by ignoring their presence, excluding them, portraying them in the light of irrelevant characteristics or in an unbalanced way, or using language that is insulting, harassing, or based on a stereotype.
4. The means by which and the contexts in which this avoidance of linguistic discrimination should be achieved will vary according to the context of language and culture in which speaking and writing takes place. In working with already published works, such as the Bible, the issue of being faithful to the original intended meaning of a text will need to be addressed in the context of the need to avoid linguistic discrimination. The balance and tension between these two valid concerns (i.e. faithfulness to original meaning and avoiding linguistic discrimination) will vary between published works.
5. In relation to avoiding gender linguistic discrimination, it is recommended that women be made more visible in language by avoiding an older linguistic usage in which 'male-specific' and 'male-identified' terms were used in a generic sense. The use of the word 'man' should also be avoided in idioms and phrases when the speaker or author clearly intends to refer to both men and women. The same applies to pronouns such as 'he' and 'she', occupational nouns and job titles, and other titles and naming practices. Stereotyped images of women or men should also be avoided. It is recommended that a number of alternatives proposed in the Australian Government Style Manual for Authors, Editors and Printers (6th edition, 2002; see

pp. 58–62) ought to be adopted as far as possible.

6. Language which is racist should be avoided, and especially with respect to people who are especially vulnerable in the Australian context, such as indigenous peoples.
7. Further, language which vilifies or denigrates certain ethnolinguistic groups on the basis of their language or ethnic background should be avoided as forms of such linguistic discrimination.
8. Linguistic discrimination and denigration should be avoided also in the case of people with disabilities or for people of certain ages.

10.10 Other Mary Andrews College policies

Other Mary Andrews College policies can be read on our website.

10.11 Other Australian College of Theology policies

A summary of the Australian College of Theology policies can be found in the Australian College of Theology Student Policy Handbook, a current copy of which can be downloaded from our website:

<https://www.mac.edu.au/about/australian-college-of-theology/>

Full copies of Australian College of Theology policies not included in this handbook can be found on the Australian College of Theology website:

www.actheology.edu.au

11. Student Resources, Services and Information

11.1 Resources for Student Services

The MAC website provides resources for pastoral concerns as well as listing external student resources, such as counselling, legal, financial and accommodation services. Click on the 'Resources' tab on our website, or follow the links below, for:

Student Support Services: <https://www.mac.edu.au/resources/student-support/>

Pastoral resources: <https://www.mac.edu.au/resources/pastoral-resources/>

Video resources: <https://www.mac.edu.au/resources/video-other-resources/>

You are also welcome to make an appointment with our Director of Studies, Jackie Stoneman (jackiestoneman@mac.edu.au, 1300 590 531), to discuss any pastoral concerns.

11.2 Study Resources

Main Page: <https://www.mac.edu.au/resources/student-resources/>

Unit Readers: <https://www.mac.edu.au/resources/student-resources/student-login/>

Student Handbook: <https://www.mac.edu.au/content/uploads/2019/01/2019-Student-Handbook.pdf>

Assignment Handbook:
<https://www.mac.edu.au/content/uploads/2018/08/2018-Assignment-handbook-corrected22Aug18.pdf>

11.3 On Campus Safety

As you may be aware, we run classes in a number of different locations around Sydney and so we want you to be familiar with the relevant information for our main centre. If you are studying at one of MAC's regional centres, information specific to that location will be given to you upon enrolment.

First aid

Each teacher has a first aid kit for emergencies.

Emergency numbers

(Police, Fire, Ambulance)	000
Poisons Information Centre (includes snake and spider bites)	131-126
Alcohol & Drug Information Service	9361-8000 or 1800-422-599
Counselling	1800-424-017
State Emergency Service	132-500
CRC Interpreter Services	1300-651-500
Sydney Hospital Emergency Department	9382-7111
St Vincent's Hospital Emergency Department	8382-1111

Emergency Procedures

In the event of a medical emergency, terrorism, fire, major storm damage, earthquake, flood, major accident, bomb threat or any other situation deemed to be an emergency, the Mary Andrews College teacher will be your liaison person with the First Aid Officer or Safety Warden for the group.

The Australian Standard 3745-2002 Section 2.1.2 states that "Once an emergency is declared, the powers of Wardens and deputy Wardens shall override all normal non-emergency management

procedures. Floor or Area Wardens and their deputies shall have the authority to marshal all staff and any visitor/s to their floor/area. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedent over asset protection and production matters.”

Roles of teachers in an emergency

- All occupants will exit the lecture room immediately in an orderly and calm manner, taking nothing with them to the nearest or designated evacuation site.
- The teacher may check toilet and kitchen areas to remove any person(s) and will contact the appropriate emergency services (when relevant).
- The teacher will endeavour to account for the members of their class.
- In the event of a fire, if it is safe to do so, close all doors on exit.

Roles of students in an emergency

- On the evacuation signal being sounded, all occupants will immediately exit the building via the fire stairs in an orderly and calm manner. The lifts are not to be used for evacuation purposes. Anyone who requires assistance to evacuate during an emergency is to notify the teacher or the Fire Warden as soon as possible.
- Move quickly and safely. Follow all directions from emergency services officers, or your teacher.
- Please follow any instructions the building Fire Warden’s (identifiable by wearing a red safety hat).
- Report any person not accounted for to your teacher or the Fire Warden.
- Do not re-enter the building unless advised to do so by the Chief Warden.
- Under no circumstances should cars or other vehicles be moved from or around the property unless so authorized by emergency services or the teacher present.

Marshalling area

Primary assembly area: at the front of St Andrew’s House, in the square area at the back of the Cathedral.

Secondary assembly area: Proceed along Bathurst Street, past the corner of Kent Street to Darling Park.

Medical Centre

The closest medical centre to Mary Andrews College is MediCentral, located across the road in Bathurst St, on the first floor of Regent Place Shopping Centre.

Phone: (02) 8378 6666
<https://www.taslyhealthpac.com/>

12. Receiving your results

Results are released during the month following the end of the semester (i.e. during mid-July for Semester 1 units and during mid-December for Semester 2 or full year units).

The Australian College of Theology no longer mails out printed copies of academic results sheets each semester. Students can check their results online, using the instructions below. If you need a printed copy of your academic record, please contact the Australian College of Theology office and they will provide you with an uncertified copy at no cost.

When you have completed your Diploma or Advanced Diploma, the Australian College of Theology will still mail you a final certified transcript.

12.1 How do I access my results online?

The Australian College of Theology has provided the following instructions for how students can access their results online using the Australian College of Theology's online Theological Academic Management System (TAMS). All Australian College of Theology students can access their results and personal details by logging in to TAMS.

To log in to TAMS, go to the following website <http://act.edu.net.au/> and enter your user name and password. Your user name is your Australian College of Theology student number (in full). Your password is your date of birth and ID in the following format: dd/mm + last three digits of ID. For example, student 200912345 born on July 1 has a password of 01/07345.

Once you have logged in, it is highly recommended that you immediately go to "Edit Login Details" and change your password. The password must be at least five characters in length.

You can then access your contact details and final grades for all of your units. You can also email yourself a results summary which includes the results for all units. There may be some features which do not work for you as not all colleges use all features.

If you have any problems gaining access or using the website, please do not hesitate to contact the Australian College of Theology office for help on (02) 9262-7890.

12.2 Explanation of grades and symbols

The Australian College of Theology has provided the following explanation of grades and symbols which may appear on student results transcripts.

Grade / symbol	Meaning	Percentile	GPA score
HD	High Distinction	85%+	4
D	Distinction	75%+	3
C	Credit	65%+	2
P+	Pass Plus	58%+	1.5
P	Pass	50%+	1
F	Fail (2008 onwards only)	0-49%	0

Symbols used at the end of unit codes:

- i Intensive units
- D Distance unit
- sc Directed study contract
- CH Chinese language
- K Korean language

Other symbols:

- S Satisfactory, ungraded pass

I	Incomplete
CW	Compassionate withdrawal
FW	Fail to withdraw: student has not officially withdrawn from the unit and has failed to complete one or more of the compulsory assessment requirements for the unit (2008 onwards only: included in GPA)
DE	Medical or compassionate deferred assessment granted
AEG	ad eundem gradum (cross credit from another award or institution; or from another Australian College of Theology award for which there is no equivalent unit)
X	Result withheld, student should contact their sponsoring college
Z	Fail (pre-2008 only)
ZW	Fail to withdraw (pre-2008 only)

12.3 Explanation of GPA

A student's grade point average (GPA) is calculated by multiplying the grade point for each unit by the GPA score for that grade. The sum of these is then divided by the total number of credit points accumulated for the award. Grades included in the calculation of the GPA are HD, D, C, P+, P, F, and FW. S and AEG grades are counted in the number of credit points needed to graduate but are not included in GPA calculations. All other grades are not counted in GPA calculations.